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DOBROWOLSKI, AGNES	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/715,316	AGAPI ET AL.	
	Examiner	Art Unit	
	Agnes Dobrowolski	2626	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *17 November 2003*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-29* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-29* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *17 November 2003* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date *11/17/2003*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. This office action is responsive to Application No.10/715316 filed on 11/17/2003. Claims 1-29 are pending and have been examined.

Information Disclosure Statement

2. The information disclosure statement filed on 11/17/2003 has been considered.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

4. Claims1-29 are rejected under 35 U.S.C. 102(b) as being anticipated by Marx et al. (US Patent 6,173,266).

Claim 1. Max et al. teaches, a mehod of defining standard catch styles used in generating speech application code for managing catch events **(Title: System and method for developing interactive speech applications)** the method comprising the steps of:

presenting a style-selection menu that allows for selection of one or more catch styles, each catch style corresponding to a system response to a catch event; and **(Fig. 9; 930 Features and Fig. 11; 1100 Features input box)**

upon selection of a catch style, preparing the system response for each catch event. **(Fig. 11, displaying information about the various features that may be enabled in specific Dialogue Module instance 850; Col. 18 lines 18-22)**

Claim 2. Max et al. teaches, The method of claim 1, wherein the step of preparing the system response for each catch event comprises:

presenting one or more text fields for receiving a contextual message, **(Fig. 16 input fields for Error Recovery 1600)**

the contextual message entered in each text field corresponding to a new audio message to be played in response to the particular catch event if the selected catch style requires playing of the new audio message in response to a particular catch event. **(A developer uses the Dialogue Modules to perform their respective dialogue tasks in a Service 410. Each Dialogue Module may use default configuration parameters or may be customized for specific Services. Parameters of a Dialogue Module instance may be customized to, for example, output customized prompts, recognize customized vocabularies in response to prompts, enable or disable specific features, and set a variety of additional parameters. Col. 6 lines 53-60)**

Claim 3. Max et al. teaches, The method of claim 2, wherein the entered contextual message is different for each catch event. **(The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 4. Max et al. teaches, The method of claim 2, wherein the entered contextual message is the same for each catch event. **(As explained below, the error recovery process is**

customizable for specific instances of Dialogue Modules in a Service. For example, at block 640, a Dialogue Module determines whether to reattempt to collect a response using the same method 610 as represented by path 640a; Col. 13 lines 25-30)

Claim 5. Max et al. teaches, the method of claim 1 wherein the step of preparing the system response for each catch event comprises replaying a system prompt if the selected catch style does not require playing of a new audio message in response to a particular catch event. **(As explained below, the error recovery process is customizable for specific instances of Dialogue Modules in a Service. For example, at block 640, a Dialogue Module determines whether to reattempt to collect a response using the same method 610 as represented by path 640a; Col. 13 lines 25-30)**

Claim 6. Max et al. teaches, the method of claim 1 wherein the style-selection menu further includes a field reciting details about the one or more catch styles. **(Fig. 16, Reprompt input field; The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 7. Max et al. teaches, the method of claim 1 wherein the style-selection menu further includes a field identifying a final action to be taken if the catch event is not corrected by a user. **(Fig. 16, Timeout, Recognition or Confirmation input field; 6. Termination: A Dialogue Module instance terminates either successfully at block 670 or unsuccessfully at**

block 680 and saves its Termination Condition. For example, Termination Conditions may include SUCCESS (for successful completion of the dialogue task), TIMEOUT (for expiration of a threshold number of time out periods), and ERROR (for unsuccessful attempts to recognize a caller's response). Col. 14 lines 1-9)

Claim 8. Max et al. teaches, the method of claim 1, wherein the style-selection menu further includes a control for inserting variables in the contextual message. **(Fig. 16 Apology Prompts 1-3 or Reprompts 1-3)**

Claim 9. Max et al. teaches, The method of claim 1, wherein the style-selection menu further includes controls for inserting programmed pauses of specified duration values in the contextual message. **(In the embodiment illustrated in FIG. 4, the Speech Output Components 440 output speech prompts (or other audio signals) through the Telephony Interface Components 460. In some cases, the Speech Output Components 440 may simply execute a specified audio file to output prerecorded speech. Alternatively, the Speech Output Components 440 may include a speech synthesis system, such as DECtalk.TM., a text-to-speech synthesizer that is available from Digital Equipment Corporation for converting text to speech. Commercially available speech synthesizers typically include a pronunciation dictionary and a speech generator to interpret an input text string, determine a pronunciation, and generate and output a speech waveform. Col. 7 lines 41-11; For example, the apology prompt after a timeout may be, "I'm sorry, I didn't hear you," whereas the apology prompt after a recognition error may be, "I'm sorry for not understanding you." Similarly, the reprompts following the apology prompts may vary. The reprompt after a timeout apology prompt may say, "Please say your answer now,"**

whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)

Claim 10. Max et al. teaches, the method of claim 1, wherein the style-selection menu further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event. **(Fig. 16; Timeout Period)**

Claim 11. Max et al. teaches, a system for managing catch events in a speech application, the system comprising a computer, the computer including an interface having a style-selection template for selecting one of one or more catch styles, wherein each catch style corresponds to a system response to a catch event. **(Fig. 16)**

Claim 12. Max et al. teaches, the system of claim 11, wherein the interface further comprises one or more text fields for receiving a contextual message, wherein the contextual message entered in each text field corresponds to a new audio message to play in response to the particular catch event. **(A developer uses the Dialogue Modules to perform their respective dialogue tasks in a Service 410. Each Dialogue Module may use default configuration parameters or may be customized for specific Services. Parameters of a Dialogue Module instance may be customized to, for example, output customized prompts, recognize customized vocabularies in response to prompts, enable or disable specific features, and set a variety of additional parameters. Col. 6 lines 53-60)**

Claim 13. Max et al. teaches, the system of claim 12, wherein the contextual message is different for each catch event. . **(The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 14. Max et al. teaches, the system of claim 12, wherein the contextual message is the same for each catch event. **(As explained below, the error recovery process is customizable for specific instances of Dialogue Modules in a Service. For example, at block 640, a Dialogue Module determines whether to reattempt to collect a response using the same method 610 as represented by path 640a; Col. 13 lines 25-30)**

Claim 15. Max et al. teaches, the system of claim 11, wherein the interface further includes a field reciting details about the one or more catch styles. **(The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 16. Max et al. teaches, the system of claim 11 wherein the interface further includes a field identifying a final action to be taken if the catch event is not corrected by a user.

(6. Termination: A Dialogue Module instance terminates either successfully at block 670 or unsuccessfully at block 680 and saves its Termination Condition. For example, Termination Conditions may include SUCCESS (for successful completion of the dialogue task), TIMEOUT (for expiration of a threshold number of time out periods), and ERROR (for unsuccessful attempts to recognize a caller's response). Col. 14 lines 1-9)

Claim 17. Max et al. teaches, the system of claim 11, wherein the style-selection interface further includes a control for inserting variables in the contextual message. **(Fig. 16 Apology Prompts 1-3 or Reprompts 1-3)**

Claim 18. Max et al. teaches, the system of claim 11, wherein the style-selection interface further includes controls for inserting programmed pauses of specified duration values in the contextual message. **(In the embodiment illustrated in FIG. 4, the Speech Output Components 440 output speech prompts (or other audio signals) through the Telephony Interface Components 460. In some cases, the Speech Output Components 440 may simply execute a specified audio file to output prerecorded speech. Alternatively, the Speech Output Components 440 may include a speech synthesis system, such as DECtalk.TM., a text-to-speech synthesizer that is available from Digital Equipment Corporation for converting text to speech. Commercially available speech synthesizers typically include a pronunciation dictionary and a speech generator to interpret an input text string, determine a pronunciation, and generate and output a speech waveform. Col. 7 lines 41-11; For example, the apology prompt after a timeout may be, "I'm sorry, I didn't hear you," whereas the apology prompt after a recognition error may be, "I'm sorry for not understanding you." Similarly, the reprompts following the apology prompts may vary.**

The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)

Claim 19. Max et al. teaches, the system of claim 11, wherein the style-selection interface further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event. **(Fig. 16; Timeout Period)**

Claim 20. Max et al. teaches, a machine readable storage medium storing a computer program which when executed defines standard catch styles used in generating speech application code for managing catch events**(Title: System and method for developing interactive speech applications)**, the computer program performing a method comprising the steps of:

presenting a style-selection menu that allows for selection of one or more catch styles, wherein each catch style corresponds to a system response to a catch event; and**(Fig. 9; 930 Features and Fig. 11; 1100 Features input box)**

preparing the system response for each catch event upon selection of a catch style. **(Fig. 11, displaying information about the various features that may be enabled in specific Dialogue Module instance 850; Col. 18 lines 18-22)**

Claim 21. Max et al. teaches, the machine readable storage medium of claim 20, wherein the step of preparing the system response for each catch event comprises:

presenting one or more text fields for receiving a textual message, wherein the contextual message entered in each text field corresponds to the new audio message that will be played in response to the particular catch event if the selected catch style requires playing of a new audio message in response to a particular catch event. **(A developer uses the Dialogue Modules to perform their respective dialogue tasks in a Service 410. Each Dialogue Module may use default configuration parameters or may be customized for specific Services. Parameters of a Dialogue Module instance may be customized to, for example, output customized prompts, recognize customized vocabularies in response to prompts, enable or disable specific features, and set a variety of additional parameters. Col. 6 lines 53-60)**

Claim 22. Max et al. teaches, the machine readable storage medium of claim 20, wherein the entered contextual message is different for each catch event. . **(The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 23. Max et al. teaches, the machine readable storage medium of claim 20, wherein the entered contextual message is the same for each catch event. **(As explained below, the error recovery process is customizable for specific instances of Dialogue Modules in a Service. For example, at block 640, a Dialogue Module determines whether to reattempt to**

collect a response using the same method 610 as represented by path 640a; Col. 13 lines 25-30)

Claim 24. Max et al. teaches, the machine readable storage medium of claim 20, wherein the step of preparing the system response for each catch event comprises replaying a system prompt if the selected catch style does not require playing of a new audio message in response to a particular catch event. . **(As explained below, the error recovery process is customizable for specific instances of Dialogue Modules in a Service. For example, at block 640, a Dialogue Module determines whether to reattempt to collect a response using the same method 610 as represented by path 640a; Col. 13 lines 25-30)**

Claim 25. Max et al. teaches, the machine readable storage medium of claim 20, wherein the style-selection menu further includes a field reciting details about the one or more catch styles. **(The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)**

Claim 26. Max et al. teaches, the machine readable storage medium of claim 20, wherein the style-selection menu further includes a field identifying a final action to be taken if the catch event is not corrected by a user. **(6. Termination: A Dialogue Module instance terminates either successfully at block 670 or unsuccessfully at block 680 and saves its Termination Condition. For example, Termination Conditions may include SUCCESS (for successful**

completion of the dialogue task), TIMEOUT (for expiration of a threshold number of time out periods), and ERROR (for unsuccessful attempts to recognize a caller's response). Col. 14 lines 1-9)

Claim 27. Max et al. teaches, the machine-readable storage medium of claim 20, wherein the style-selection menu further includes a control for inserting variables in the contextual message. **(Fig. 16 Apology Prompts 1-3 or Reprompts 1-3)**

Claim 28. Max et al. teaches, the machine readable storage medium of claim 20, wherein the style-selection menu further includes controls for inserting programmed pauses of specified duration values in the contextual message. **(In the embodiment illustrated in FIG. 4, the Speech Output Components 440 output speech prompts (or other audio signals) through the Telephony Interface Components 460. In some cases, the Speech Output Components 440 may simply execute a specified audio file to output prerecorded speech. Alternatively, the Speech Output Components 440 may include a speech synthesis system, such as DECtalk.TM., a text-to-speech synthesizer that is available from Digital Equipment Corporation for converting text to speech. Commercially available speech synthesizers typically include a pronunciation dictionary and a speech generator to interpret an input text string, determine a pronunciation, and generate and output a speech waveform. Col. 7 lines 41-11; For example, the apology prompt after a timeout may be, "I'm sorry, I didn't hear you," whereas the apology prompt after a recognition error may be, "I'm sorry for not understanding you." Similarly, the reprompts following the apology prompts may vary. The reprompt after a timeout apology prompt may say, "Please say your answer now," whereas the reprompt after a recognition error apology prompt may say, "Please**

repeat your answer now." Still other variations may be provided depending on the number and type of prior failures. For example, after a second consecutive timeout, the apology prompt may be, "I'm sorry, I still couldn't hear you," followed by the same reprompt, "Please say your answer now." Col. 13 lines 50-57)

Claim 29. Max et al. teaches, the machine readable storage medium of claim 20, wherein the style-selection menu further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event. **(Fig. 16; Timeout Period)**

Conclusion

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

6. Ohmaye at al. (US 5,544305)

7. Preston (US 6,446,081)

8. Dodrill et al. (US 6,490,564)

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Agnes Dobrowolski whose telephone number is 571-270-1453. The examiner can normally be reached on M-F 9AM- 4PM EST.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Patrick Edouard can be reached on 571-272-7603. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

AD

4/30/07

TĀLIVALDIS IVARS ŠMITS
PRIMARY EXAMINER